

Understanding Helix ALM and Surround SCM Passwords

There are several types of passwords used to increase security and control access in Helix ALM and Surround SCM.

User passwords

User passwords authenticate users logging in to Helix ALM products. When creating a global user, administrators can enter and confirm a user password. Users can change their passwords when they log in. All users and passwords are stored in the Helix ALM License Server.

Communications password

The communications password validates communication between the Helix ALM Server or Surround SCM Server and the license server. This password provides additional security by requiring the Surround SCM Server and Helix ALM Server to use the same password to communicate with the license server.

Local admin passwords

The local admin password is used if your existing administrative username and password are not recognized in Helix ALM or Surround SCM or to correct license server communication settings if the Surround SCM Server or Helix ALM Server cannot connect to the license server. This password is unique to each installation and only provides access to server options and server users. The local admin password is stored in the Server category of the Server Options dialog box in Helix ALM or the General category of the Server Options dialog box in Surround SCM. We strongly recommend that you change this password. The default password is not secure and allows any user to log in and access server options and server users.

SMTP password

The SMTP password is used to authenticate logins to an SMTP host. The SMTP password is stored in the Email Servers category of the Server Options dialog box in the Helix ALM Server Admin Utility and Surround SCM.

LDAP or Active Directory password

The LDAP or Active Directory password authenticates communication between the license server and an LDAP or Active Directory server. You can configure the license server so that users with LDAP passwords can log in to and Surround SCM using the same password they use to log in to their local network. LDAP passwords are stored in the Add Active Directory Server or Edit Active Directory Server dialog boxes, which are accessible from the LDAP tab of the Server Options dialog box in the license server admin utility.

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